

**COUNTY OF LOS ANGELES-DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU – QUALITY IMPROVEMENT DIVISION  
Strategies to improve MHSIP  
Survey Response Rates**

- **Use reminders** such as letters, posters, announcements, etc.
- **Encourage clients come early or stay after session** so that they can complete the survey in the waiting room. Receptionists can give and collect the surveys to the clients in the waiting room. When using this approach, have a volunteer at the exit to confirm with those exiting that they returned their survey, or the volunteer can collect the surveys upon exiting the clinic.
- **For the clients who attend group therapy**, encourage them to complete the survey before or after the group therapy.
- **Inform clients** of the purpose of the survey, how they will benefit from the results, and how you will put the findings into action. Be sure to follow through on your promises.
- **Offer incentives to participating clients**, such as prize drawings, raffles.
- **Offer incentives to the program/employer** that is able to elicit the highest survey response rate from their clients such as team-based prizes like a free pizza or sandwich, etc.
- **Address confidentiality** - all survey responses are strictly confidential.
- **Use a Survey Room** - after checking in with the receptionist, the clients will go to a designated space or room, have a staff/trained volunteer stationed in the room for questions, stock the room with coffee, tea, water, small snacks, etc. Clinicians can retrieve clients from the survey room and return clients there after their appointment if the survey was not completed before the appointment.
- **Create Survey Sticker** - **/ survived the survey!!!** can be printed regular Avery labels to be provided to staff that help and to clients upon completion of a survey.